

Kerry Myers

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*Refer letter
12-2-2010*

Skills:

Business Management, Marketing, Sales, Account Management, Strategic Planning, Relationship Building, Creative Sales Promotion, Customer Service and Support, Manufacturing, Service Management, Leadership, Communication, Technical Writing, and Complex Problem Resolution

Software Experience: MS-Office, Word, Excel, Works, PowerPoint, Lotus Notes, Outlook, Visio, SYMIX, and ACCPAC/MISys.

Education:

Bachelor of Arts-Economics1999
Rollins College, Winter Park, Florida

Magna Cum Laude-3.81 GPA

Member: Omicron Delta Epsilon, Alpha Sigma Lambda

Awards: Deans List-1998, Presidents List-1997, Candidate for Outstanding Graduating Senior Award-1999.

Associate of Arts1990
Seminole Community College, Lake Mary, Florida
Cum Laude

Experience: **NCR Corporation, Duluth, Georgia**

Services Account Manager.....June 2008-June 2010

Manage service relationships with key customer accounts in Western U.S., in the Retail, Financial, & Travel markets. Customers include T-Mobile, Bank of the West, Boeing Employees Credit Union, US Airways, Hawaiian Airlines, Frontier Airlines, Delta Airlines, Alaska Airlines, & Global Cash Access.

Responsible for all aspects of the customer relationships, including day-to-day oversight of service performance, performance reporting (internal & external), financial review/reporting/forecasting, training requirements, contractual negotiations, & technical support.

Kinetics, a Subsidiary of NCR, Lake Mary, Florida

Director, Customer Services.....August 2004-June 2008

Managed & directed staff of 18 employees for 30 MUSD company providing self-service hardware and software solutions to the travel, hospitality and entertainment industries. Responsibilities included field services, 7x24 technical help desk, aftermarket sales, customer service, & post order/warranty support.

During this period, I provided additional leadership as interim Hardware Engineering Manager and Hardware Production Manager.

Director, Hardware Production & Field Services.....June 2000-August 2004

Managed and directed Kinetics' Hardware Production Operations; this included responsibility for product compliance (safety, emissions, and FDA), product quality, & lifecycle management.

Also managed and directed Kinetics' U.S. field services team. Services included preventative and break/fix maintenance, customer training and installation.

**Experience
Continued**

ABB Power T&D Company Inc., Lake Mary, Florida

Customer Service ManagerApril 1999 – June 2000
Managed after-market sales and customer service staff for 100 MUSD manufacturing company. Customer base included international and domestic customers in utility and industrial markets. Sales scope included product pricing, promotion, and development of customer and sales force incentives to increase volume and margin levels. Customer service scope included general and technical assistance, problem resolution, and assurance of customer satisfaction.

Component Sales ManagerJanuary 1998 – April 1999
Managed after-market sales staff for 100 MUSD manufacturing company. Responsible for all facets of sales including initial customer interface, bid proposal, order entry, order management, problem resolution, collections, customer satisfaction follow-up, and reporting.

Group Leader-Component SalesJanuary 1996 – December 1997
Led after-market sales team in support and sale of products and services while also maintaining responsibility for own sales territory.

Senior Sales EngineerJanuary 1994 – December 1995
Maintained regional inside sales responsibility for after-market products and services as part of a six member after-market sales staff. Assisted and trained other staff in proper sales and customer service procedures.

Component Sales EngineerJanuary 1987 – December 1993
Inside sales representative for Component Sales department. Responsible for after-market sales and support of core products manufactured by facilities in both Sanford, Florida and Florence, South Carolina.

Quality Assurance InspectorJanuary 1984 –December 1986
Inspection of switchgear equipment and components manufactured by ABB at Sanford, Florida location. Also assisted with electrical and mechanical testing of same equipment.

Manufacturing-Assembly Foreman.....January 1980-December 1983
Team leader in manufacturing and assembly of switchgear equipment manufactured by ABB at Sanford, Florida location.

Languages: English with intermediate background in Spanish

References:

Anders Lindberg 773-746-7279
Global Account Manager
Tempel Steel

David Stone 904-814-0764
Federal Technician-Distributed Learning Training Administrator
Florida Army National Guard

Brad Danner 512-773-5837
Account Manager
Dell Corporation

David Campbell 623-266-0756
President/CEO
Campbell Management Consulting

Jared Miller 713-324-2929
Managing Director – Self-Service & Emerging Technology
Continental Airlines

Luis Casals 407-844-6221
Quality Assurance Manager
NCR Corporation

Casey Jones 407-221-1745
Account Manager
NCR Corporation

Additional references available upon request